

## CLAIMS

What is Claimed is:

1. A method of predicting and influencing the performance of an organization comprising the steps of:
  - initiating a survey with an independent third party;
  - sending a first correspondence from the independent third party to a member of the organization;
  - providing an independent third party web site;
  - asking the member of the organization at least one question related to the individuals energy level at the web site;
  - accessing the independent third party's web site by the member of the organization and responding thereto;
  - sending the member's comments and responses to a database; and
  - analyzing the comments by the independent third party.
2. The method of Claim 1 further comprising the step of the independent third party providing advice to the organization on how to respond to the member's comments.

3. The method of Claim 1 further comprising the steps of:

preparing a report from the comments;

sending the report to the web site;

notifying the organization that a report is available;

retrieving the report by the organization at the independent third party's web site; and

sending a second correspondence from the independent third party to the member of the organization.

4. The method of Claim 3 wherein sending a report includes the step of calculating changes in a member's pulse.

5. The method of Claim 3 wherein sending a report includes the step of determining whether a significant change has occurred to the pulse of the organization.

6. The method of Claim 3 wherein sending a report includes the step of determining whether a significant change has occurred in the pulse of the member.

7. The method of Claim 3 wherein sending a report includes the step of providing a set of best possible responses to the member's comments.

8. The method of Claim 3 wherein sending a report includes the step of editing responses to remove a member's identity.

9. The method of Claim 3 wherein sending a report includes the step of categorizing comments.

10. The method of Claim 9 wherein categorizing comments includes using an expert system.

11. The method of Claim 3 further including the step of the second party providing a response to the member of the organization by forwarding it through the independent third party.

12. The method of Claim 11 further including the step of the independent third party contacting the member of the organization to let them know a response has been provided.

13. The method of Claim 1 further comprising the step of providing a computer system having a member interface, an organization interface, and an independent third party interface.

14. A method of measuring the pulse of an individual comprising the steps of:  
providing a web site including questions which correlate to the individual's  
pace of work, efficiency of work, and job satisfaction;  
sending a first electronic message requesting that the individual answer the  
questions on the web site; and  
recording a first response to said questions.

15. The method of Claim 14 further comprising the step of sending at least a  
second electronic message requesting the individual participate in a subsequent survey,  
and comparing said first response to said first survey to said subsequent response to  
determine changes in the response to the individual over time.

16. The method of Claim 14 wherein providing a web site further includes the  
step of providing a web site run by a third party, said third party keeping said responses  
secure.

17. The method of Claim 16 further comprising the step of providing said first  
response to a second party.

18. The method of Claim 17 wherein either said second party or said third party forwards a second response to said web site and said first party can access said second response.

19. The method of Claim 16 wherein said individual and said second party are anonymous to each other, in that responses from said individual are not identified by name and are aggregated with others'.

20. The method of Claim 19 wherein said third party may or may not know the identity of said individual and said second party.

21. The method of Claim 19 wherein said third party provides said second party best responses to said first response.

22. The method of Claim 14 further comprising the step of sending an electronic message to any sub-set of individuals within an organizational structure.

23. The method of Claim 22 wherein third party compiles responses to said electronic message and forwards the compiled responses to at least one second individual within an organizational structure.

24. The method of Claim 17 further comprising the step of providing an expert system.

25. The method of Claim 24 further comprising the steps of said expert system providing analysis and best responses to said first party or to said second party.

26. The method of Claim 14 comprising the step of producing a report based upon said first response and training individuals using said report.

27. A system operable on one or more computers for generating a pulse of an organization, said system comprising:

a database operable to store survey data representing the pace of work, efficiency at work, job satisfaction within the organization, and comments related to issues affecting performance;

a real-time organizational module coupled to said database and operable to request individuals within the organization to provide said survey data, the real-time organizational module operable to electronically communicate with the individuals within said organization, said real-time organizational module further being capable of segmenting said survey data into a plurality of survey data segments; and

calculating an organizational energy variable based upon the data in the plurality of data segments.

28. The system of Claim 27 further comprising a data set of best responses.

29. The system of Claim 27 wherein the said real-time organizational module is capable of forwarding said individual's survey data to a second party.

30. The system of Claim 28 wherein said real-time organizational module is capable of providing said best responses to said second party.

31. The system of Claim 29 wherein said real-time organizational module is capable of providing second responses from said second party to said individuals while said individual remains anonymous to said second party.

32. The system of Claim 29 wherein said real-time organizational module is capable of providing direction to information related to issues of interest to the organization.

33. The system of Claim 29 wherein said real-time organizational module is an expert system.